



## General Terms and Conditions

### Deposits

A deposit is required to secure each reservation. Reservations will not be guaranteed without a deposit. We accept Visa and MasterCard for online and phone bookings and Direct Deposit is available for phone bookings.

Deposits: 50% deposit for all campsite bookings & 2 nights value for all accommodation.

Christmas / January school holidays balance is to be paid in full by 1st November.

Accommodation bookings will be required to provide a credit card as security against incidentals during your stay. If there is no credit card on the booking, a \$200 cash bond will be required. This bond will be refunded on departure.

### Payment Options

**Credit Card:** Is accepted for online bookings and phone bookings.

**Direct Deposit:** If you are using this payment method, please ensure your reservation number is entered as the description on your payment into our nominated bank account to ensure it is applied to the correct reservation. A copy of your transaction must be sent to us as confirmation for our records.

**Cheques:** Bank Cheque or Money Order will only be accepted if received more than 6 weeks prior to arrival. If sending a Bank cheque or money order, please record your full name, postal address, phone number and reservation number on the reverse side.

**Payment Plan:** This option is available for phone bookings only. Payments are made via direct deposit, on a regular basis.

### Cancellations / Refunds:

- Refunds of deposits are not provided unless the entire cancelled period is rebooked without a break in the occupancy.
- All cancellations and/or refund requests must be provided in writing.
- Where a deposit or prepayment is to be refunded, an administration fee of \$50.00 will be charged.
- Refunds are not provided for late arrivals, early departure's or inclement weather.

**Credits:** A credit will apply (without a cancellation fee)

- if the original dates booked, have been resold without a break in the occupancy
- if the booking was made directly with the park, via phone or the park website.
- Credits can only be utilised on direct bookings, by contacting the park via phone or email
- Credit is only available to the original guest.

Credits are valid for 6 months from the date a booking was cancelled.

Refunds will not be provided if the credit value is not used in full.

### **Third Party website Cancellations (Online Travel Agents - OTA):**

Bookings made on websites, other than our own, are known as OTA or 3<sup>rd</sup> Party websites. For example: G'day Parks, Expedia, Booking.com, Wotif and all other websites. These websites sell Non-Refundable booking rates. Thus refunds or credits are not available. **Book direct with us & save yourself the hassle & keep your money in Australia!**

### **General terms**

While we do our best to accommodate a preferred site or cabin number, these are not guaranteed.

We do not accept bookings from persons under the age of 18 years of age. All guests under the age of 18 must be accompanied by a responsible adult such as a parent or guardian. We reserve the right to cancel any reservation where this condition is not met.

Check-in Times: Between 2pm – 8pm – Late check-in can be prearranged- subject to availability

Checkout – Strictly 10am – Late Checkout options are subject to availability

Fires: Open fires or coal BBQ's are not permitted. Free to use Electric BBQ's are available around the park.

Bicycles, Scooters etc: Can only be used during daylight hours. Safety head gear must be worn & children must be supervised at all times.

Smoking: Smoking is not permitted in any of the park accommodation or communal area's. Ashtrays have been provided for use – please empty once finished.

Noise: Please have consideration of all guests by restricting noise between 10pm – 8am

**Pets:** Pets are allowed on Campsites only. Pets are not permitted in park accommodation, balconies or communal area's. Pets must be on a leash at all times & never left unattended in the park.

**Visitors:** All visitors must register with Park reception. Visitors are required to leave park by 10pm – vehicles must be parked outside. Fees apply for visitors wishing to stay overnight – please contact reception for further details.

**15 AMP Power lead:** Is required as the main lead connecting to Power outlets on all campsites

**Parking:** Strictly 1 vehicle per site/accommodation booked – additional cars to be reported to reception for parking directions

**Campsite Bookings:** Given the size of our park, we allocate campsite bookings according to the size of your caravan/camper etc. The onus is on the guest to provide the correct overall size of your setup, including drawbar & any toolboxes/ bikes/ slide outs etc at the time of booking. If you arrive and the overall length of your setup is larger than first stated, and we are not able to accommodate your booking on a larger site, this will leave you without a booking. In this case, no refunds will be given.

**Bookings will only be honoured if made by Tourists travelling to Warrnambool or Workers that need to travel to Warrnambool, for work.**

**Waterwise:** We are a water wise park therefore washing of vehicles/boats/vans is not permitted.

### **Membership Discounts**

Membership Discounts will be honoured, subject to relevant bookings conditions. Discounts apply to only one booking, per membership.

### **Risk Warning**

It is accepted that all park activities including recreational activities are not free of risk and that park management is not liable for any loss, damage or injury arising from such activities. On entry, it is also agreed that park management, owners, employee's or agents are indemnified against all claims for injury, loss, damage or theft of property. Children must be supervised at all times.